

## CLAIMS

What is claimed is:

1. A system for suggesting upgrades to ameliorate printer errors, comprising:  
at least one printer linked to a network, said at least one printer comprising a error detector for detecting errors in printing functions, said at least one printer capable of generating an error message when an error in printing function is detected by said error detector and conveying said error message over said network; and  
a receiving computer in communication with said network, said receiving computer having a memory thereon, said memory storing at least a collection of information on a set of printer upgrades including a summary of the content of the upgrade, the printer condition the upgrade improves, information for obtaining the upgrade, and a listing of printer errors ameliorated by the installation of the upgrade; said receiving computer capable of receiving a said error message conveyed over said network by said at least one printer and selecting a selected printer upgrade from said set of printer upgrades in response to said error message.
2. The system of claim 1, further comprising said receiving computer being configured to create a message containing information on said selected printer upgrade and conveying said message to said at least one printer.
3. The system of claim 1, where said receiving computer further comprises at least one online error database stored in said memory thereon, said at least one online error database capable of receiving said error message generated by said printer and conveyed over said network.
4. The system of claim 1, further comprising a plurality of printers, each of said plurality of printers comprising an error detector for detecting errors in printing functions, each of said plurality of printers capable of generating an error message when said error in said printing function is detected by said error detector and conveying said error message over said network.

5. The system of claim 4, wherein each of said plurality of printers incorporates a web server.